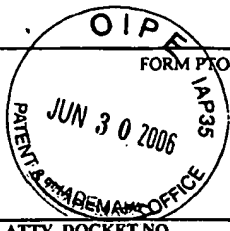


FORM PTO-1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT**

(Use several sheets if necessary)

ATTY. DOCKET NO. 07117.105014	SERIAL NO. 10/602,804	FILING DATE June 24, 2003
APPLICANT McIlwaine et al.		GROUP 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,278,898	1/11/1994	Cambray et al.	379	266	5/30/1991
QN	AB	6,704,410 B1	3/9/2004	McFarlane et al.	379	265.05	6/1/2000
QN	AC	6,856,680 B2	2/15/2005	Mengshoel et al.	379	265.06	9/24/2001
QN	AD	7,043,193 B1	5/9/2006	Vashi et al.	434	353	8/15/2000
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
QN	AK	WO 2006/039670 A2	4/13/2006	PCT	Knowlagent, Inc.		
	AL						
	AM						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

	AN		Genesys; <i>Genesys and SLS Implement a Next Generation Skills Based Routing Solution for O₂</i> ; News Release; May 10, 2005
	AO		Silver Lining Solutions; <i>Agent Skills Management for Genesys</i> ; Downloaded June 26, 2006 from www.silverlining.uk.net/genesys
	AP		
	AQ		

4140307

EXAMINER <i>Rumik Nguyen</i>	DATE CONSIDERED 11/15/06
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	